

Emergency Medical Dispatch (EMD) Work Group

Report to Emergency Care Committee

November 29, 2010

EMD work group staff prepared and conducted an online survey of Montana 911 dispatch centers (PSAPs) to determine:

- Dispatch center staffing patterns
- Population served
- E-911 capable
- Phase II/Wireless capable
- EMD integration into local PSAP
- EMD training issues/challenges
- EMD medical director status
- Type of EMD training utilized
- Barriers to use of EMD
- Use of alternate site for EMD

Utilizing the state 911 office contact list a link to the online survey was sent to 53 Montana PSAPs. 40 PSAPs responded to the survey constituting a 75% return rate and covering approximately 83% of Montana's 2010 population of $\pm 970,000$.

Kimberly Burdick, ECC member and Communications Supervisor for Chouteau County Sheriff's office participated in development of the survey and greatly assisted in achieving a high survey response rate. Kimberly is also a member of the Montana APCO Board and is Chair of the national APCO Training and Standards committee.

A copy of the Survey Monkey summary report is attached. For those questions that do not show results on the summary report, frequency distributions follow.

Question 8 – Total FTE's for your PSAP

Mean: 9.6

Median: 6

Range: 3 – 31

Question 9 – Total Dispatch Personnel

Mean: 9.7

Median: 7

Range: 5 – 27

Question 10 – Total stations staffed per shift – day

Mean: 1.7

Median: 1

Range 1 – 5

Question 11 – Total stations staffed – swing shift

Mean: 1.74

Median: 1

Range: 1 – 6

Question 12 – Total stations staffed night shift

Mean: 1.6

Median: 1

Range: 1 – 6

Question 13 – Funded positions not currently filled (FTE)

Only 10 PSAPs had 1 or more vacancies

Range: 1 – 8

Question 21 - % of staff currently certified in EMD

36 valid responses

100% = 10

80-90% = 4

50-75% = 5

0% = 17

Question 24 – Type of EMD Training

Other responses:

NECI: 14% #3

Ken Threet: 10% #2

None: 19% #4

Work Group Recommendations:

1. Support promulgation of APCO ANSI 3.103.1-200x – Minimum Training Standards for Public Safety Telecommunicators
2. Support development of an in-state EMD training program, possibly in conjunction with MLEA
3. Support promulgation of education programs to provide objective information about risk vs. benefit of providing EMD services by local PSAPS
4. Request BOME to allow new state EMS Medical Director to provide medical direction to PSAPS for their EMD programs
5. Encourage local 911 systems to provide adequate training funds for EMD and other dispatcher training opportunities
6. Cooperate with Montana APCO, Montana 911 office, MLEA, Montana Sheriff's and Peace Officers Association and others to expand availability of training and utilization of EMD in local PSAPS.